

QualityNet | CCSQ ServiceNow

servicenow.

September 16, 2022

Agent Workspace – CCN Field Added to Search

Starting Friday, September 16, 2022, at 8:30 PM EDT, a CCSQ ServiceNow update will improve the efficiency of Agent Workspace by enabling the same CCN (CMS Certification Number) search functionality that is included in the ServiceNow Platform. The CCN search option is included in the Case Agent Workspace next to the 'Account' field. This update will save time when the Service Center agent is searching for a facility.

testing 🖻							Report
Account Contact AAA We Be Best Me davvid	test cobbtest		State New				
	ask SLAs (1)	Metrics	Incidents	Cases	Related Cases	Related Ir	ncidents
HQR - Hospital Qual	ity Repor	ting					
Vendors			•	R	ole Related		
Participation Options *				State			
IQR			•	New	I		
Account *				Priority	0		
AAA We Be Best Medical			ωQ	4 - L	ow		
Category 🖈				Assign	ment group *		
			•		IQR Inbound		
Account Management							
Account Management Subcategory * Details				Assign	ed to 🕥		
Subcategory *	Account			Assign	ed to 🕢		×
Subcategory * Details testing © termine Contact		e / Province	Zip / Postal code		ed to ①	CCN •	
Subcategory * Details testing Contact AAA We Be Best Me daviditest cobbb f tails Task Activities Task SLAs (1	State ield RI	e / Province	02896				
Subcategory * Details testing © contact AAA We Be Best Me, dawlitest cobbte fif tatais Task Activities Task SLAs (1) set	State ield RI ley Hills MA	t / Province	02896				
Subcategory * Details Contact AAA We Be Best Me davvidtest cobbh fif etails Task Activities Task SLAs () st HQR - Hospital Quality Rep ^{UT}	State ield RI ley Hills MA ray PA	: / Province	02896 02481 15317				
Subcategory * Details Contact TAA We Be Best Me Contact AAA We Be Best Me Contact HQR - Hospital Quality Repur Contact Type *	ield RI ley Hills MA ray PA c MI	: / Province	02896 02481 15317 48341				elate
Subcategory * Details testing Contact AAA We Be Best Me davidtest cobbt HQR - Hospital Quality Reput Contact Type * Vendors	State ield RI key Hills MA ray PA c MI NY	: / Province	02896 02481 15317 48341 11355				elate
Subcategory * Details Contact AAW We Be Best Me Contact AAW AAW AAW AAW AAW AAW AAW A	State lield RI MA ray PA c MI ng NY y NJ	: / Province	02896 02481 15317 48341 11355 07446				elate
Subcategory * Details testing Contact AAA We Be Best Me dawvidtest cobbt hf hetails Task Activities Task SLAs (1) SHQR - Hospital Quality Repur Contact Type * Vendors UR Participation Options * Second *	state ield RI MA ray PA c MI ng NY y NJ	? / Province	02896 02481 15317 48341 11355 07446 88011				× elate test
Subcategory * Details testing Contact AAA We Be Best Me darvidtest cobbth ff tetails Task Activities Task SLAs (1 ss HQR - Hospital Quality Reput Contact Type * Vendors IQR Account * Account * AAA We Be Best Medical Q A We Be Best Medical Q A Contact Account *	ktate ield RI Ray MA Aray PA C MI Ng NY y NJ NG NG CA	: / Province	02896 02481 15317 48341 11355 07446				elate
Subcategory * Details Contact AAA We Be Best Medical QR Account * AAA We Be Best Medical QR Contact QR Contact QR Contact QR Contact QR Contact Conta	State add ng ray A ray A ng y N y N ng s A showitheres showitheres ng		02896 02481 15317 48341 11355 07446 88011				t elate
Subcategory * Details Contact Account Contact Contac	kate ield RI Ry Hills MA ray PA c MI ng NY y NJ ucces NM ags CA		02896 02481 15317 48341 11355 07446 88011 96001 ⊮← ← 1 2	Geogra	phic/Regional Location $\rightarrow \rightarrow 100 *$	CCN ~	t elate

If you need additional information, contact us:

Phone: 1-866-288-8914 Slack: <u>#help-service-center-sos</u> Save time. Submit and Track your ticket!

Email: <u>ServiceCenterSOS@cms.hhs.gov</u>

Center for Clinical Standards and Quality (CCSQ)